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STATE OF MONTANA
Labor & Industry News

DLI Employees Show Their Colors

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Nan Nail

Monday, March 11 marked the six-month anniversary of the terrorist attack on the World Trade Center and the Pentagon. When the attacks took place, D.L.I. employees Nan Nail and Kim Capps wanted to do something to help the victims and their families. The two wanted a project that would include all state employees, not just those in Helena or those working for the Department of Labor and Industry. With these thoughts in mind, they decided to design and sell t-shirts to state employees across the state, donating all proceeds to support the victims of Sept. 11.

Nan designed the logo for the shirts, and the two set about getting approval for the project. Commissioner, Wendy Keating was very supportive of the idea and encouraged Nan and Kim to proceed. "One of the finest attributes of this department is the compassion of our employees. I'm really proud of Nan and Kim for organizing this project," said Wendy.

Nan and Kim sent a letter to Governor Martz asking her to designate the 6th month anniversary as "Show Your Colors" Day when state employees could wear their shirts to work. They then met with the Governor and invited her to join them in showing their unity and pride in Montana and the country. At that time, she was presented with a T-shirt. "I think this is a wonderful idea and I'm proud of our state employees for supporting it. I'm also proud of Nan and Kim for forging ahead with their plan. People are always coming up with good ideas but it is rare to see them followed through," said Governor Martz.

Kim Capps and Nan Nail present Gov. Judy Martz with a "Show Your Colors" t-shirt.

Commissioner's Corner

Wendy Keating

Well, it's official. I submitted my name for consideration for the permanent position of Commissioner at the end of November, and am so pleased that Gov. Martz has welcomed me as a permanent member of her team. It took a great deal of soul searching to decide on submitting my name for consideration, but I know I've made the right decision and am so pleased to be able to serve the State of Montana and the Department of Labor and Industry in this capacity.

The holidays are now behind us, and I have to let all of you know how proud I am of your commitments to your communities. I know several food drives, ornament auctions, and family adoptions were successfully carried out by department employees to benefit others. Your generosity and community spirit are admirable, and I know that your efforts do not go unnoticed.

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Commissioner Keating feeds the wildlife.

New Leadership—Familiar Values: Childress Named New Workforce Services Administrator

Emily Haines

Wendy Keating, Commissioner of the Montana Department of Labor and Industry, recently announced that Ingrid Childress accepted the position of Workforce Services Division Administrator.

Childress has 17 years of experience working in job training and employment preparation programs within the Department of Labor and Industry, most recently as bureau chief for the Statewide Workforce Programs Bureau. As bureau chief, Childress was responsible for workforce development programs delivered statewide, including Jobs for Montana's Graduates, State Apprenticeship Programs, Welfare to Work, and Workforce Investment Act programs.

Ingrid Childress, Administrator, Workforce Services Division

Commissioner Keating said, "Ingrid is a very talented individual who brings an extensive background to the department. Her commitment to continuous improvement and customer satisfaction will be a great asset to our management team."

Childress' working relationships with State and Local Workforce Investment Boards and the Governor's Office on Economic Opportunity, and her vast background with employment and training, will continue to be of great value to the division and the department.

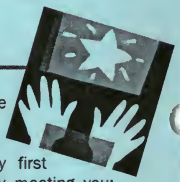
Childress stated her sincere confidence and support of the core values of the Workforce Services Division (continuous improvement, customer focus, empowerment, use of teams and partnerships, and individual responsibility) that were developed and ingrained over the course of Wendy Keating's tenure as administrator, and believes these values will take the division into the future and shape it to meet customers' needs.

Governor's Conference to be Held in West Yellowstone

The annual Governor's Conference on Workers' and Occupational Safety & Health will be held in West Yellowstone at the Holiday Inn SunSpree Resort on September 18-20, 2002. The conference is an educational opportunity for those individuals who are involved in any aspect of the workers' compensation or occupational safety & health fields. If you have questions about the conference call: John Svaldi or Ann Komac at (406) 444-6534.

Additional information is available on our website: http://erd.dli.state.mt.us

High Fives



"Deb Buxbaum has been absolutely wonderful to work with. She couldn't have been more helpful." *— Frank Crowley, Attorney at Law*

"Cynthia [Reichenbach] — Just a note to tell you how impressed I was with the completeness of your recent letter. I know from experience how much time and energy something like this takes." *— Gail Gray, Director, DPHHS*

"Dear Jeannie [Worsech] - Thank you for your support and expertise at my very first meeting. It was a joy meeting you; you impressed me immensely with your professionalism, your knowledge, and your warmth in making me feel at home in my new role. Your leadership and abilities deserve applause!" *— Kordelia French, public member, Board of Cosmetologists*

Man Aboud Town, or Slicing the Baloney

Wade Wilkison

Antone Aboud spent a week in Helena at the end of January, laying out a systematic approach to the gathering of information and identifying the credibility of evidence when conducting incident investigations. Antone is quite a conversationalist, and trainer, and the two sessions of his course "Conducting Serious Incident Investigations" were well attended and well received by more than fifty DLI participants. The Antone Aboud Associates Inc. training was sponsored by the Labor Standards Bureau of the Employment Relations Division.

Perhaps even more valuable than the "what-to-do" ideas that Antone Aboud presented were the "how-to-do" group observations of investigative techniques, especially the interviewing technique known as "slicing the baloney." The expression slicing the baloney is a visualization of a step-by-step process of interviewing, in which witnesses to an incident are led systematically through their remembrances from before an incident has occurred, step-by-step or slice-by-slice through their observations of the incident, and includes their remembrances of others who may have knowledge of the incident.

Employee Resource Committee—Who Are They?

Wade Wilkison

In addition to division-level charitable action groups, there are agency-wide groups active with organizational and money-raising skills. What is now known as the Employee Resource Committee (ERC) was created in the 1990s as a part of the effort in state government to deal with gender equity. Undergoing several name and scope-of-mission changes since that time, ERC has variously focused on improving employee training opportunities, employee recognition and career development, employee morale, and employee-administrator communications.

Today ERC is busy with many service activities for DLI employees. Some of these activities include arranging American Red Cross Blood drawings, book swaps, 50/50 drawings, Thanksgiving raffles, turkey shoots, and root beer float fundraisers. ERC also sponsors brown bag lunches that have brought in speakers dealing with such topics as homeopathic health care, nutrition, estate and will planning, and travel planning.

ERC is also very visible in its support for other on-going needs and events involving DLI, for example committee support and recognition for the Employee of the Month, and maintaining informative bulletin boards about employee services.

On a personal level, perhaps the most important role that ERC has played over the years is direct and indirect support for employees facing economic and health problems. ERC has sponsored fund raisers and silent auctions as needed, and which have resulted in important assistance at crucial times for employees. Since 1999 some 15 DLI employees have been helped, in addition to sponsoring food and presents for families in our local community each Christmas. ERC has raised and distributed more than $8,000 just in the past four years.

ERC has also been heavily involved with community events and support over the years. ERC provides coordination and support for DLI volunteers participating in the highway cleanup program twice a year, sponsors Christmas families through different local organizations, assists in the Helena Food Share Collections program, the Helena Humane Society, the Take your Daughters to Work Day program, and the Intermountain Children Home Festival of Trees. Other recent ERC involvement includes donations to the firefighter recognition picnic in 2000, and the donation of a tree and plaque in memory of David Scott, a DLI staff attorney.

ERC is allowed to have representation from all divisions/bureaus. Currently they do not have representation from our new Division (BSD). If you are interested in becoming a member of ERC you should talk to your supervisor about becoming a mem-ber, and after receiving approval, contact the current chair of ERC Renee Wuretly. at 2723

ERC Has Busy Season

Renee Wuertly

The last two quarters we have had many nominations for Employee of the Month (EOM). The recipients of the EOMs were Paula Marcinkowski, Sandy Duncan and Dennis Semprini for the 4th quarter of 2001 and for the 1st quarter of 2002; the recipients were Barb Craig, Cami Robson, and Ken Olson. Individuals nominated were: Eileen Shein, Barb Craig, Paula Marcinkowski, Lore Grayson, Sandy Duncan, Sue Butler, Ken Olson, Kathy Steil Overton, Larry Mackin, Cami Robson, Elizabeth Anderson, Richard Marlow, Diane Eby, Amyee Pulver, Lyle Gabrian, and Kim Capps. Congratulations to all nominees and recipients. ERC is always looking for nominations. Send emails with your detailed nominations to any ERC member. The more details mentioned, the easier it is to determine who has served above and beyond the call of duty.

The Annual Book Swap was held October 12th at both WSB and Beck Buildings. The Thanksgiving Silent Auction, Bake Sale, 3 Turkey Baskets Raffle and "Turkey Shoot" were held November 15th. The Valentine Day Bake Sale satisfied many a sweet tooth. And a travel video of Maine was shown in March. Deanna Uithof won the door prize.

Thanks to all DLI for your continued support. The funds brought in by the various fund-raisers were used in part to make a family's Christmas happier and to assist DLI employees in need.

A bevy of goodies at the ERC bake sale. Proceeds were used for ERC's annual Christmas family project.

Employee Profiles

Cathy Shenkle, Employee Extraordinaire

Tina Hash

She's earned the respect and admiration of all of us in the Workforce Services Research and Analysis Bureau and now accolades are once again coming from her peers on the national level.

Cathy Shenkle, deputy director for the bureau, recently was nominated for the Vladimir Chavrid Memorial Award, honoring outstanding achievement in delivering labor market information to customers. Shenkle has provided the lead for the labor market information arm of the Workforce Investment Act implementation in Montana. She has also worked closely with the Governor's Board and state Department of Labor and Industry staff in developing not only the required elements, but in explaining labor market information in layman's terms.

Bob Rafferty, bureau chief for Research and Analysis said, "Cathy has more than 26 years of experience in the labor market information field and has the ability to work well with our customers. She just has that ability to help others get what they need in a way that is understandable. And in terms of leadership, Cathy has the values of trust

and fairness which give her exceptional credibility with those who are around her. I owe a lot of my and R&A's successes to Cathy."

Montana Department of Labor and Industry Commissioner Wendy Keating said, "Cathy is one of the most extraordinary professionals I have ever had the pleasure to work with. She is well respected by her peers and held in high esteem by all stakeholders in the workforce development system. Her credibility has enhanced the image of the entire Montana Department of Labor and Industry."

The intent of the award is to recognize annually excellence in the field of labor market information and employment security operations research. The recipient should have made significant contributions to the operation and understanding of labor market information. The Vladimir Chavrid Memorial Award was established in the early 1970s by the District of Columbia Chapter of the International Association of Personnel in Employment Security (IAPES) with the endorsement of the IAPES International Board. It was designed to memorialize Chavrid, a former employment security official, who was an early pioneer in the labor market information field.

Other nominees were: Lois Orr, acting commissioner of the Bureau of Labor Statistics; Gary Forster, secretary of the Louisiana Department of Labor; Richard Holden, labor market information division chief for the California Employment Development Department; Henry Jackson (winner), economic information and analysis manager for the Illinois Department of Employment Security and George Nazer, director of the Economic and Labor Market Information Bureau for the New Hampshire Department of Employment Security.

Footnote: Shenkle accepted the position as bureau chief for the department's Workforce Technology Bureau, effective Dec. 31, 2001. Her colleagues in Research and Analysis miss her very much.

Jo Anne Hattersley, Active in Family and Community

Lisa Johnson

Jo Ann was born in Butte, Montana. Much to the surprise of her parents, she was not alone, following her twin brother John by thirty minutes. Jo Ann was raised in Montana, graduating from Butte High School and Butte Business College. After college she worked in Spokane, Washington, Freeport, Long Island, New York and then back to Washington where she worked and raised two wonderful children.

Jo Ann has worked for the State of Montana for 10 years. She is a dedicated Licensing/Certification/Permit Technician for the Building Standards Section of the Building Codes Bureau. Prior to working for Building Codes, Jo Ann worked for Local Government Services.

Jo Ann is very active. After moving back to Montana she became a member of the League of Women Voters and the Soroptimist International Heritage Club where she served as chairperson for various scholarship funds for over 2 years.

Jo Ann married Thomas Hattersley, Sr. in 1994. Jo Ann and Tom enjoy square dancing, world travel and spending time with their 8 children (and spouses) and 12 wonderful grandchildren.

Mike Furlong, A Man for All Sports Seasons

Carol Larkin

Mike Furlong, Hearing Officer received his 30 year pin this year with the Department. The department hired Mike as an employment interviewer in Missoula back in 1971. In March of 1972, Mike transferred to Helena, started work as a statistician and became a Labor Market Analyst two years later. He became a department economist in April of 1976 and a Hearing Officer in July of the same year. Back then, Mike traveled far and wide, doing 6 to 10 Unemployment Benefits Hearings per day, all in person, at the job service offices statewide. Often he traveled to multiple offices in multiple towns on the same day. Around 1980 the department began holding unemployment benefits hearings by telephone conference call. Many hearings were still in person, but Mike got to stay home a little more. The department's big reorganization in the mid 1980's meant that Mike started conducting hearings into wage and hour, workers' compensation, and collective bargaining matters, and while the unemployment hearings began to be done more and more by telephone, he was still on the road.

But it seems he likes to cover ground, because from 1970 through 1995 he was also part of the Montana Officials Association, working for the Montana High School Association and refereeing football and basketball games at practically every town in the state. He also did two stints as a Babe Ruth League coach and served many years on the American Legion Baseball committee, including one year as a coach there. And, as if afraid of what he would do with a weekend, he also served as referee for college basketball from 1976 to 1995 and college football from 1983 to 1995. Between his job and the sports, he knows all the roads and all the weather in Montana. If you want to know the name of any small town in Montana that has a basketball team, all the schools and teams in that town, its population, and how the teams are doing, just ask Mike. Mike's a dedicated dad who attends all the games for his own kids, and some of his coaching was when they played ball.

Wife Nina has been at his side for over 31 years, so you know he's been doing a lot right. Mike is warm and caring, with a great sense of humor. He loves to tease, especially Bobcats fans, but is never hurtful or critical to anyone.

Those who have worked with him treasure his sense of humor and appreciate the knowledge and experience he brings to the work. Those who know him say that he is honest, fair, a loving husband and father, valued co-worker and caring friend. Mike has recently retired and is back working for us part time. We are lucky to have him.

Around the State

Anaconda/Butte—Chris Crauthers and Michelle Vincent organized the JobLINC fair on March 14 with participation from many community partners. The job fair was a huge success! Dan Dolan, Tami Rhodes, and Michelle Vincent organized Butte Business Day with over 400 eighth graders and 70 employers participating. Feedback from the media and the community was excellent and proved that our services are needed and wanted.

Billings—U.S. Congressman Dennis Rehberg paid a visit to the Billings Job Service Workforce Center on April 2. Congressman Rehberg toured the Center and availed himself of the Center's video, audio, and book training library to check out a humor in the workplace video. He was pleased with the services, information, and resources available to our customers.

Jobs Jamboree was a huge success, with participation by 94 businesses and 1,000 job seekers.

Cut Bank—The Cut Bank Workforce Center moved to a new location (501 E. Main). They are now co-located with Project Challnege, Office of Public Assistance, and a GED program operator. Services include WIA adult programs, dislocated worker services, and the WoRC program.

Glendive/Sidney—Was that Barb Craig you saw during the Olympics coverage?! It could have been...Barb visited the Olympics in Salt Lake City. Barb was also honored as the February Employee of the Month. Dawn Guenzi and Stephanie Dennis have been hired full-time in the Re-employment Program.

Livingston—The Job Service Workforce Center is co-sponsoring a series of workshops entitled "Starting or Enhancing A Small Business." The other sponsors of these workshops are the Park County Alliance, (Park County's Economic Develpment Group), and Business and Professional Women.

Interested in a Business Degree Program in Helena?

Montana Tech is now offering a B.S. degree in Business, with classes delivered in Helena evenings and noon hours. For more information, contact:

John Nugent

Program Coordinator

443-2955

jnugent@mtech.edu

Complete course schedule available at:

www.mtech.edu

Jingle Bells...

Unemployment Insurance Division Puts the "Joy" in "Joy to the World"

Nan Nail

Christmas doesn't seem that far away when you look outside and still see new drifts at the beginning of March but people in the Unemployment Division are still talking about their acquisitions via the annual Christmas Silent and Live Auction. "The number and caliber of items donated for bid is truly amazing," states Nan Nail, co-chair of the Auction Committee. Donated items raised in excess of $1500, which went to provide a wonderful Christmas for a family of 8.

This is the fourth auction hosted by the Unemployment Insurance Division. The first year, auction proceeds went to help out two families. Subsequent years have seen the number of members in the family helped by the auction rise to 10. "I think we are getting a reputation with Head Start as a 'can do' organization that can help out larger families. Our Head Start contact tells me that it's sometimes difficult to find sponsors for big families. It's wonderful that we're able to do this through the genuine caring and generosity of DLI employees" Nail said. "It's surprising how simple the wish lists are. Rarely do they go above basic necessities of life. Of course, we have to embellish a little when we go shopping. When we hit the stores, look out. It's an all-day expedition. The results could give a few reindeer hernias!"

This year the committee was able to provide a wonderful Christmas to a family of 8 and still contribute $300 to ERC. In past years, proceeds from the auction have benefited not only a Head Start family but DLI employees in times of difficulty as well. "This has been a difficult year for us all," said Nail, "but it didn't diminish DLI employees' compassion for their fellow man. Everyone looks forward to the silent auction and the live auction brings out the competitive spirit in everyone. It's a great time and we invite everyone to participate. We're already planning for next year."

Department Employees Win Award at Festival of Trees

Clara Wilson

A Merit Award in the table top division was awarded to Mickey Lindgren and Clara Wilson of the Workers' Compensation Court for their efforts on a Christmas tree displayed at the Festival of Trees. Steve's Barber Shop sponsored the tree and Mickey and Clara put it all together. The name of the tree was "It's a Doggone Good Christmas". Spending time together and decorating the tree was not only fun but it also got the office in the Christmas spirit. It was also prosperous for the Intermountain Children's Home as it sold for $300 at the silent auction.

Peggy Coggeshall from Research and Analysis and Diane West from the Commissioner's Office also participated in the Festival Trees, designing and decorating a tree on behalf of the Montana Race for the Cure.

Clara Wilson and Mickey Lindgren's award winning Christmas tree.

IAPES Christmas Service Project

Deb Buxbaum

For the 8th year, the Helena Sub-Chapter of IAPES sponsored a Christmas service project. We collected non-perishable food items for food baskets and passed the envelope for monetary donations through the entire Department of Labor and Industry to anonymously assist fellow workers having a hard time during the holiday season.

For the past several years, the Employee Resource Committee (ERC) has assisted IAPES, by making a donation from the proceeds of their Christmas bake sale. Once again, ERC came through for us and donated money to help the project.

This year, we were delighted to be joined by the Unemployment Insurance Division, also making a sizeable monetary donation to the project from the proceeds of their annual Silent and Live Auction.

Through our combined efforts, we were able to assist 8 families from the Department of Labor and Industry by disbursing over 16 boxes of food, and $760 in monetary assistance.

Once again, the Montana Department of Labor and Industry comes through in a big way for their co-workers and friends! The Helena sub-chapter of IAPES would like to express their gratitude to everyone in the department for their generosity. Special thanks to Mike Colbert, Connie Kinsey, Lanae Vetsch, Nan Nail, Renee Wuertley, Sharon Motarie, Sue Butler, Bob Moes, Renee McDaniel, Brett Wall, Tom Antonick, Kelly Chapman, and Ward Stiles for all their assistance in making this project come together!

Charity Begins at Home, and Continues in the Office and Community

Teresa Graham, Karmel Duffy, and Wade Wilkison

Our agency is filled with caring people. The Employment Relations Division Christmas Committee is a group of ERD employees who sponsor events to raise money to help the less fortunate in our community. Each year its final event is the Christmas Auction where employees can come together for a luncheon and friendly conversation, and at the same time bid on items donated by ERD employees.

In addition to our annual auction, some of the highlights of the Committee's 2001 campaign included a summer garage sale, a banana split sale, a popcorn ball sale, and a Halloween costume contest. Enough money was raised within ERD to purchase Christmas gifts for 20 adolescent children at Shodair Children's Hospital who could not go home to be with their families for Christmas, as well as gifts and food for two local single-parent families.

ccording to Committee members, among the many positive benefits for those serving on the Committee are being able to shop for gifts, wrap them, and deliver them to Shodair and the families. The attached graph shows the constant growth in the generosity of ERD employees over the past few years.

In 2002 the Christmas Committee will again sponsor fund raising events such a garage sale in May or June, a Halloween costume contest and the annual Christmas Auction. If you would like to learn more about the group, please contact any of the Christmas Committee members: Bill Rainey; Sharon Motarie; Julia Crane; Sandra Mihalik; Annette Williams; Lori Williams; Sunni Phillips; and Teresa Graham.

One of Santa's elves gets in the holiday spirit.

Editor's Note: I know it's a little late to be sharing Christmas news, but these good works were <u>too</u> good to go unnoticed. Consider it Christmas in April. Happy Holidays!

Information Technology Highlights

Inside the INSIDER

Nan Nail

DLI employees will soon have a new name for their own electronic gateway to employee resources online in the form of DLI's Intranet site "The INSIDER." The INSIDER, which stands for Intranet Network for Seeking Information on Employee Resources, contains a wealth of information for DLI employees at all levels. It includes organizational charts, personnel directories, training availability information and internal job openings, to name just a few. It addition, it contains links to other individual division sites as well as sites within the official State of Montana website. Employees are urged to explore the "MINE" (Montana Information Network for Employees) and INSIDER sites at their leisure.

Accessing intranet sites is easy. Simply double-click Internet Explorer on your computer desktop. This automatically takes you to the Official State of Montana home page. In the "Address" line (top of your screen) type mine.state.mt.us. The red banner line below the title lists sites available through MINE. Clicking "Agency Intranets" will provide you with a drop-down menu showing intranet sites available. Click "Department of Labor and Industry" and you will have arrived. If you bookmark the site, it will be instantly available just by clicking on it. To bookmark, while at the site, click on "Favorites" in the menu bar at the top of the page. In the drop-down menu, click "Add to Favorites." This will bring up a "prompt box" telling you Explorer is adding the site to you personal list of favorites. Click OK. From that point on, merely click "Favorites" and select the site from the list shown.

Longevity Awards Presented

Congratulations to DLI employees who recently received their longevity awards.

The following employees received pins for 5 years of service: Annette Shkurigin, Colleen Brockett, Jacqueline Schweitzer, Kirk Smith, Michelle Carlson, Daniel Hutchinson, Gary Dusbabek, Larry Mummey, Carol Rule, William Roche, Andrew Wasson, Daniel Rademacher, Keith Fletcher, Larry Carter, Christopher Hahn, Judi Moe, Linda Grief, Fred Steinbacher.

The following employees received pins for 10 years of service: Brenda Bokovoy, Bernadine Warren, Judy Kelly-Longmire, Casi Hunter, Brett Wall, Lacey Culver, Rodney Boyer, Kellyann Deniger, Gary Schoer, Charles Bassett, JoAnn Hattersley, Cheryl Smith, Evelyn Martin, Sandra Holtet, Sharon McCullough, Ron Burns.

The following employees received pins for 15 years of service: Paula Welsh, Marquerite Conner, Helena Lee, Charles Peavey, Linda Case, Ronetta Blackburn, Debra Tomaskie.

20 year pins were awarded to Donovan Turner, Pamela Plovanic, and Daniel Nisbet

25 year pins were awarded to: Lori Alvarado, Shirley Rush, Peggy Cloninger, Barbara Gullickson, Teresa Graham, Lorelee Robinson, and John Meyer.

30 year pins were awarded to Michael Furlong and Linda Baldwin.

The *Montana Department of Labor & Industry News* is published quarterly for the department's employees.

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Nan Nail, Unemployment Insurance Division

Lisa Johnson, Business Standards Division

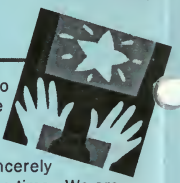
Carol Larkin, Centralized Services Division

Mickey Lindgren & Clara Wilson, Workers' Compensation Court

Wade Wilkison & Marla Yager, Employment Relations Division

Contact Kelly at 444-1520 if you have comments on this issue. We will accept your stories and photos at any time. Your input is valued, and we hope to hear from you soon!

High Fives



"I want to take this opportunity to thank those who helped me staff the state board during my tenure with the State Workforce Investment Board (SWIB). A special thanks to Ingrid Childress and Wendy Keating for all their guidance and assistance. Kelly Chapman was the primary person I assigned to the SWIB; Kelly did an excellent job fulfilling those duties. She was well organized, informed, and very efficient. Thanks, Kelly, for all your hard work and dedication; you did a remarkable job. There's not sufficient words to describe my appreciation to the committee staff: Kelly Chapman, Connie Kinsey, Mary Walsh, and Kathy Yankoff. Your expertise, professionalism, and leadership with the committee work was fantastic. I sincerely appreciate all the hard work and dedication you put into it. I know that the SWIB members REALLY appreciated your work, and considered you as instrumental in accomplishing their tasks. Thanks also to Sue Butler, Verna Boucher, and all the others who chipped in as recorders. THANKS —*Bob Simoneau*

"I just wanted to let you know that Diane Eby has been a great help in regards to my clients. She has always been willing to help and has assisted me greatly in making sure that my clients were informed and properly served. I sincerely appreciate her dedication, professionalism, and her attitude of helpfulness. — *Robert Clark, Helena Job Service Workforce Center*

"Today I spoke with a claimant who asked me to pass along her thanks for the superb assistance she was provided by Michelle [Wigert]. THANKS! — *Doug Okland, Missoula Job Service Workforce Center*

"Dear Mr. Jellison and staff: We want to express our appreciation for your promptness and help. We appreciate your help." — *Kronebusch Electric*

"To the Montana unemployment lady who helped me open a claim today on the phone. I wish I knew your name. In this time of big government and big business, most of the advertisements for "Quality Service by Caring Dedicated People" is stretching the truth. However, it was refreshing talking to you on the phone today. You were professional, efficient, and sincerely friendly all at the same time. We are fortunate here in Montana to have people like you working in Helena. — *Wade Hanson, Dillon, MT*

"Casey [Greenwood] - I don't know what you did but you are the hero of the day. Our annual report looks great and we just submitted it electronically in time to meet our December 1st deadline. Thank you for being a team player (and for being on OUR team!" — *Ingrid Childress*

"Thank you [Shirley Rush, Sue Thompson] for your efforts. I realize that you guys are very likely overwhelmed in your stressful duties. I was enheartened especially by your statement on 'appreciating my frustration'. I would like to take this unique opportunity to thank you for all of your efforts on my behalf." —*Monty Hughes*

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